

NOTICE

GRIEVANCE REDRESSAL MECHANISM

KIFS Housing Finance Private Limited (KIFS HFPL) strives for customer satisfaction within the framework of the law, adopted policies & procedures.

In case of any grievance, the customer may approach KIFS HFPL Branch Manager of the business location where he/she has his/her account and register the complaint either by Letter / by E-mail / visit the branch office. The customer shall be responded within a period of 7 days from the date of complaint.

After examining the matter, we shall send the customer our final response or explain why it needs more time to respond and shall endeavor to do so within 3 weeks from the date of complaint.

In case the response is unsatisfactory or the customer has not received any response from the company within reasonable time (i.e., 3 weeks) or is dissatisfied with the response received, the customer may contact the compliance officer at KIFS HFPL Corporate Office on E-mail id: customercare@kifshousing.com / contact@kifshousing.com or may write to the Corporate Office address as mentioned below or call at: 022-61796400.

By Letter:-

To KIFS HFPL Customer Care:-

KIFS Housing Finance Private Limited,
C-902, Lotus Park, Graham Firth Compound,
W E Highway, Goregaon (East)
Mumbai – 400 063

In case, the response from the company is unsatisfactory or the customer has not received any response from the company within reasonable time (i.e., 6 weeks) or is dissatisfied with the response received, the customer may approach the Complaint Redressal Cell of National Housing Bank (NHB) by lodging its complaints in online mode at the link <https://grids.nhbonline.org.in> OR in offline mode by post in prescribed format available at link:

<http://www.nhb.org.in/Grievance-Redressal-System/Lodging-Complaint-Against-HFCs>
NHB%E2%80%93Physical-Mode.pdf,

To,
Complaint Redressal Cell,
Department of Regulation and Supervision,
National Housing Bank (NHB),
4th Floor, Core 5-A, India Habitat Centre,
Lodhi Road, New Delhi – 110003.

For KIFS Housing Finance Private Limited,

Swarnpal Singh Bais
Managing Director & CEO